



# StreamHD™

## Installation & Troubleshooting Guide



P/N: SWP120A

Rev B

1. INTRODUCTION.....	4
2. FEATURES .....	4
3. SYSTEM REQUIREMENTS.....	4
4. SPECIFICATIONS .....	5
4.1 Audio/Video Base.....	5
4.2 PC and Device Adapters .....	5
4.3 Standards.....	5
4.4 General .....	5
5. PACKAGE CONTENTS. ....	5
6. SOFTWARE INSTALLATION.....	6
6.1 Installation Steps .....	7
6.2 Removing the Software .....	9
7. SETTING UP THE ADAPTER.....	9
7.1 Connect the PC Adapter .....	9
7.2 Connect the Reciever Base.....	9
7.2.1 Connect the Power Adapter.....	9
7.2.2 Connecting a monitor or TV or Project.....	10
7.2.3 Connecting Audio devices .....	10
7.2.4 Connecting USB devices .....	11
8. USING THE STREAMHD™ .....	11
8.1 Introducing the UWB Connection Manager. ....	11
8.2 Accessing the UWB Connection Manager.....	11
8.3 Adjusting video settings.....	14
8.3.1 Selecting Extended mode or Mirror mode.....	14
8.4 Configuring the Display .....	15
8.4.1 Setting options for the display.....	15
8.4.2 Configuring the Display in Windows XP/Vista .....	16
8.4.3 Configuring the Display in Windows 7.....	17
8.5 Adjusting audio settings .....	19
8.5.1 Configuring audio ports.....	19
8.5.2 Setting Audio Output Device.....	19

9. TROUBLESHOOTING AND SUPPORT .....	21
9.1 Troubleshooting .....	21
9.1.1 Display/Video .....	21
9.1.2 Audio/Sound .....	25
9.1.3 Connection/Docking .....	26
9.1.4 USB PORT .....	26
9.2 Warpia Support .....	27
9.3 Contacting Warpia .....	27

## 1. Introduction

- The StreamHD Wireless PC to TV Display Adapter with HDMI, VGA & Stereo Audio Outputs allows users to watch and share any notebook or PC content (such as pictures, movies and presentations) and any Internet content on their HDTV, projector, or monitor without cable limitations and in up to stunning 1080p HD.
- The PC Adapter connects to a USB 2.0 port available in the notebook/ PC, and the Receiver Base connects to either an HDMI port available in flat screen TVs or a VGA connection in monitors & projectors. Stereo audio is supported via the HDMI port (along with the video) or via a separate 3.5mm audio jack. Use the S/PDIF output for connection to home audio components for a stunning wireless audio/video experience.
- The StreamHD Wireless Display Adapter set provides full room coverage, is easy to set up and use, and is an ideal solution for both home and office use. It delivers the best combination of performance and cost in a variety of living room, conference room and classroom environments.

## 2. Features

- Wireless connectivity from notebook or PC to any HDTV, Monitor or Projector
- HDMI with audio & video support, as well as VGA video output
- Additional audio support through a 3.5mm stereo jack or S/PDIF optical output
- Same room coverage, up to 30ft line of site range between PC & TV
- Graphics resolution up to 2048 x1152
- 1080p Streaming Video
- 6-9GHz Ultrawide Band Wireless technology – Free from Wi-Fi interference
- QuickLink™ association between Host Transmitter and Receiver
- Windows® 7/ Vista SP2/ XP® 32bit SP3

## 3. System Requirements

- CPU: Core Core2Duo or equivalent, 2.2 GHZ
- Graphics Chipsets Supported: Intel, AMD, and NVIDIA.
- 2GB memory
- One Host USB 2.0 port
- 30MB of available disk space
- Windows® XP SP2 or SP3, Windows Vista® SP1 or SP2 (32-bit or 64-bit), and Windows® 7 (32-bit or 64-bit)

**Note.** The minimum system requirements described above support 1080p streaming video. Lower resolution video and static graphic screens are supported with lower system specifications.

## 4. Specifications

### 4.1 Receiver Base

- Video Out: HDMI Connector, VGA Connector
- Audio Output: S/PDIF optical, 3.5mm Stereo Jack
- 32-bit True Color support with display resolution of up to 2048 x1152 (SXGA+)
- Streaming video up to 1080p resolution
- Supports both Mirror Mode and Extended Mode (TV/monitor as a second screen)
- 48 kHz, 16-bit Stereo via audio jack, S/PIF, or HDMI connector
- Whip Antenna
- 5VDC Power Adapter
- LED power and Tri-color signal strength indicators

### 4.2 PC Adapter

- USB type-A male
- Internal transmission antenna

### 4.3 Standards

- Wireless USB 1.0, UWB certified
- Certified WiMedia PHY and MAC

### 4.4 General

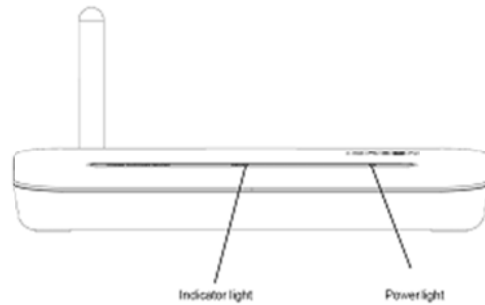
- Same room, line of site range, up to 30ft
- 128-bit AES security
- Regulation compliant to US, Japan, Europe, Korea
- Software drivers: Windows® 7/ Vista™SP2/ XP® SP3
- Input voltage: 100-240V, 50/60Hz
- Operating temperature range: 0-40 C

## 5. Package Contents.

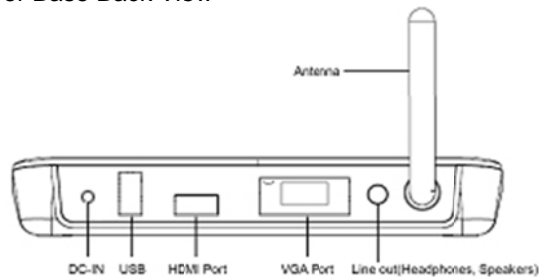
- PC Adapter
- Receiver Base
- Power Supply Unit
- Quick Start Guide

- CD with software drivers and user information

Receiver Base Front View



Receiver Base Back View



## 6. Software Installation.

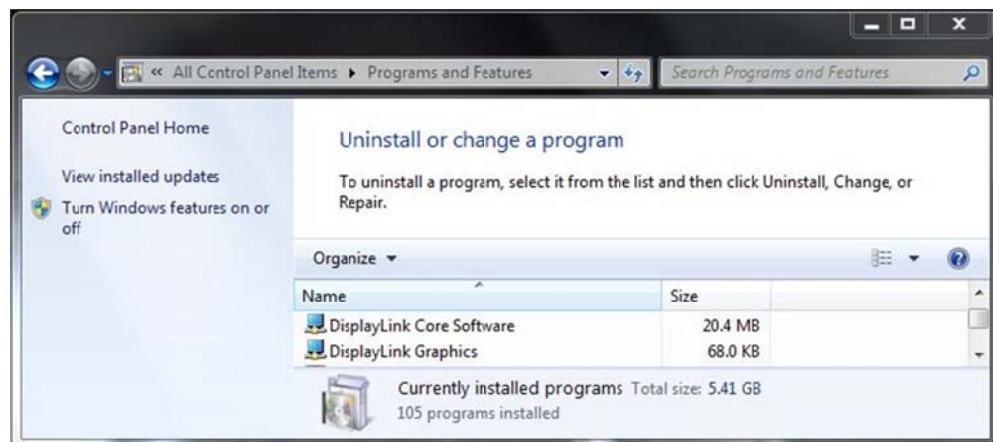
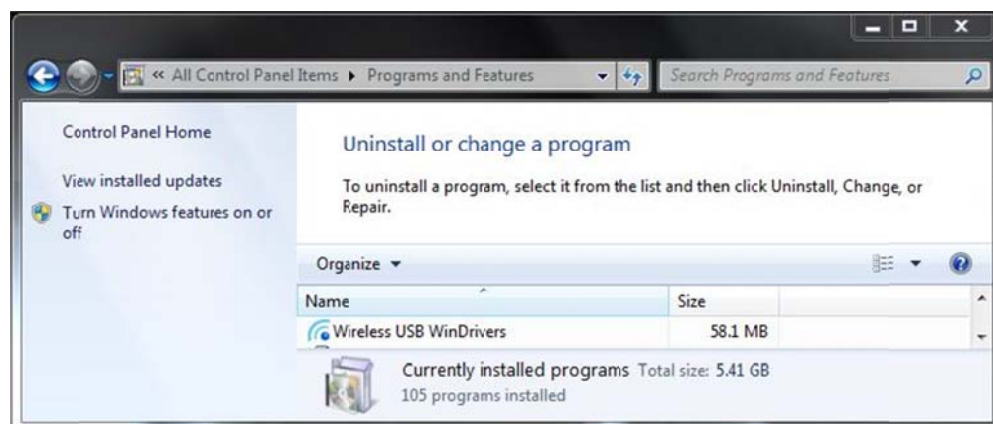
If your PC contains a previous Warpia or other Wireless USB driver installation, please perform a proper uninstall procedure using the Windows Control Panel.

- The installation software requires **.NET Framework** version 2.0 (or later) to be installed on the computer. In case it is not installed it may be downloaded from the following location:  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en>
- Anti Virus software set to very high security may prevent the installer from running. It is recommended to temporarily disable the Anti viruses SW during the installation.
- The installation checks the PC capabilities and compares them to the minimum system requirements of the system. For Vista/Win7 it is recommended to run WEI (Windows experience index) calculation prior to installation.

## 6.1 Installation Steps



- Ensure that the PC Adapter is unplugged from the PC.
- Prior to installing the Warpia StreamHD software it is important to make sure there is no prior installation of Wireless USB or Display Link software from Warpia or other companies. IF YOU HAVE THIS SOFTWARE IN YOUR SYSTEM, THIS WILL CAUSE THE STREAMHD SOFTWARE NOT TO WORK PROPERLY
- Go to Control Panel- Programs and Features and look through your programs to ensure you do not see either of the following programs:

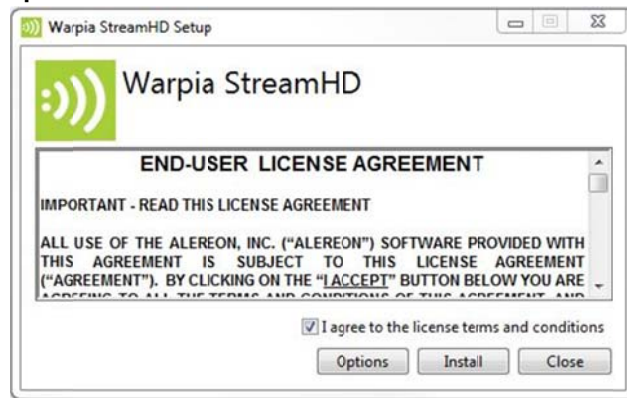


- If you see either Wireless USB or Display Link programs, uninstall them by highlighting and clicking on the Uninstall tab.

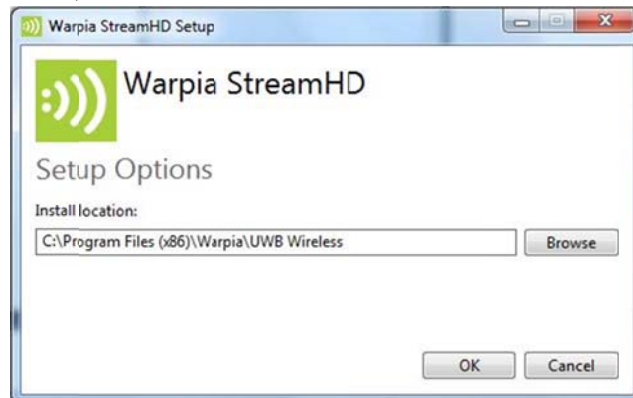
- Next, Insert the installation CD in the PC CDROM drive
- The installation CD Autoplay menu is displayed
- Double click on the StreamHD\_Setup.exe file to install driver software



- Check the “**I agree to the license terms and conditions**” box.
- The software will automatically create a folder and load into the C: drive in the Program Files folder. If you are ok with the software creating its own folder for installation, click on the “**Install**” tab to continue. If you would like to manually change the directory, click on “**Options**”



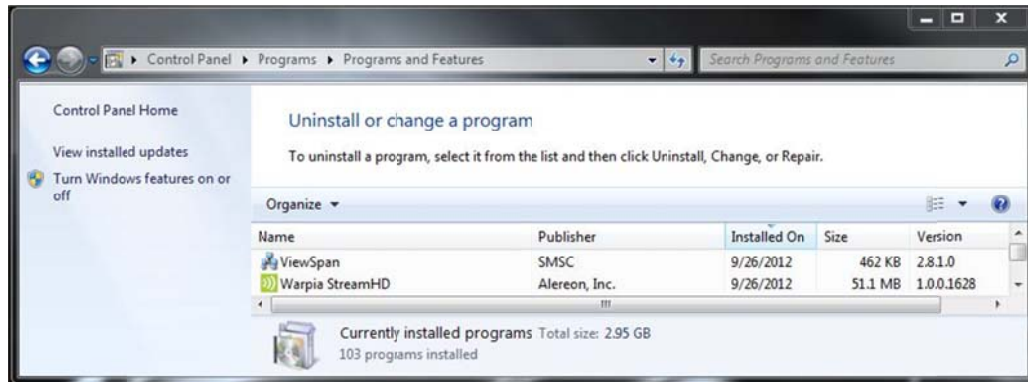
- If you have chosen to override the Install location, browse to find the location of your choice, then click on “**OK**” to continue





## 6.2 Removing the Software

- In the event you need to remove the software, go to Control Panel – Programs and Features and Select Warpia StreamHD & ViewSpan to uninstall.



## 7. Setting up the Adapter

### 7.1 Connect the Wireless USB PC Adapter

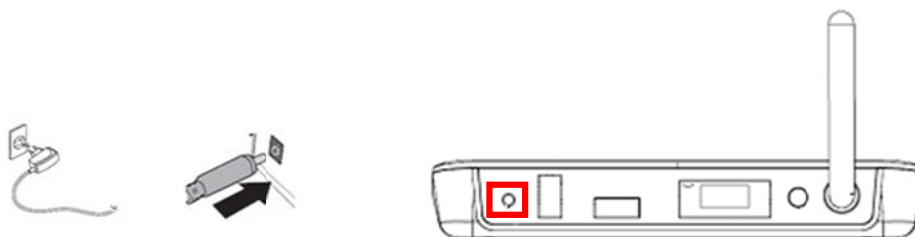
- Connect the Wireless USB PC Adapter to a high speed PC USB port.  
The system will automatically detect and install the drivers.



### 7.2 Connect the Receiver Base

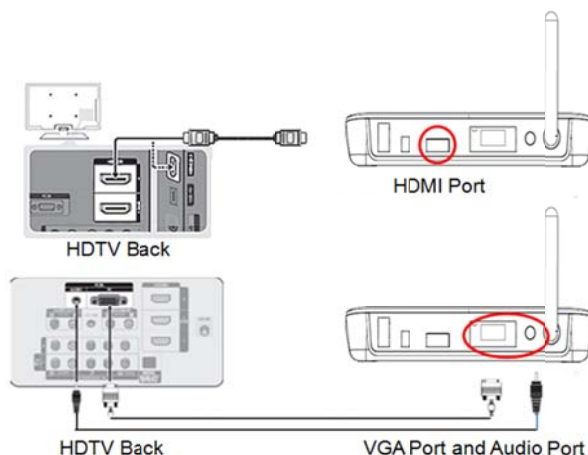
#### 7.2.1 Connect the Power Adapter

- Plug the AC Adapter cord into the DC-IN on the back of the Receiver Base
- Connect the power plug to a live electrical outlet. The power light on the front panel glows red when the Receiver Base is powered on.



### 7.2.2 Connecting a TV, Monitor or Projector

- You can connect a digital (HDMI) or analog (VGA) monitor to the Receiver Base. Only one monitor can be connected to the HD Adapter at a time.
- Connect an HDMI or VGA Cable to the HDMI or VGA port on the Receiver Base
- Connect the other end of the cable to the TV, Projector or external monitor.



### 7.2.3 Connecting Audio devices

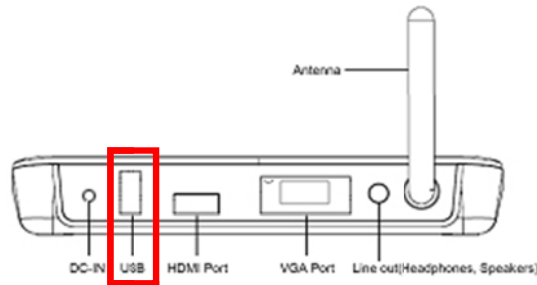
The Wireless USB Device Adapter provides two audio port, as shown in the following illustrations

- The following table indicates which port to use for each type of audio activity

Audio Device	Use this port
Headphones/headsets/speakers	3.5mm Jack
Digital audio equipment: (e.g.: Sound receivers and speaker system with an optical input port)	S/PDIF Jack

### 7.2.4 Connecting USB devices

- The Receiver Base provides one USB 2.0 port
- Connection can be made to, Printers, External HDD's etc. Some Webcam's are not supported as they require throughput that the wireless signal cannot support.



## 8. Using the StreamHD™

This section provides information on using the following software to manage the StreamHD™ and adjust settings to suit your needs:

- UWB Connection Manager
- Warpia Multi-Channel Audio Device utility
- Warpia Video Dock utility

You can also refer to this section to learn how to uninstall the software.

### 8.1 Introducing the UWB Connection Manger Software

The UWB Connection Manager is the driver software for the Warpia StreamHD™. This driver is automatically installed when you run the StreamHD™ Installation CD.

The StreamHD's™ PC Adapter contains a radio transmitter that enables your computer to communicate wirelessly with the Receiver Base. This radio is known as the host radio. The UWB Connection Manager driver software enables you to manage the host radio and perform tasks such as the following:



- Connect/Disconnect the StreamHD™ from your computer
- Change/Select the channel used for radio communication
- Disable/Enable radio communications
- Disable/Enable pop-up messages

### 8.2 Accessing the UWB Connection Manger

**To start the UWB Connection Manager:**

- Double-click the **UWB Connection Manager** icon in the System tray/Notification Area of your Windows® desktop.

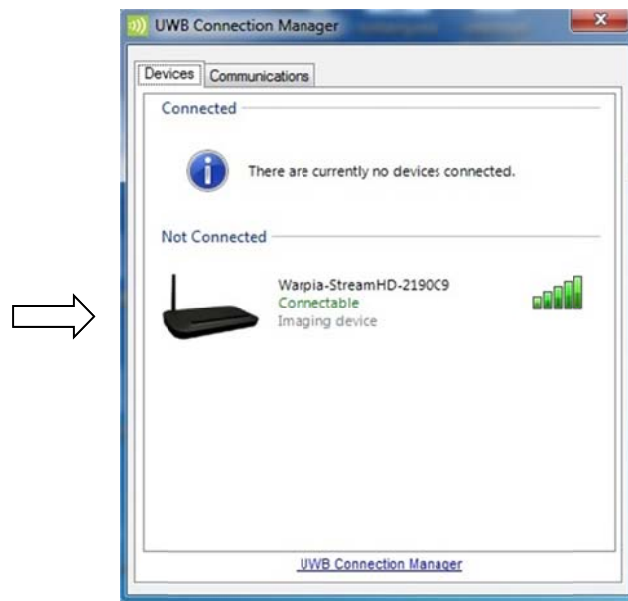


**Note :** The UWB Connection Manager icon appears as Green in your System tray/Notification Area only when the PC adaptor is connected to your computer. You may need to click the Show Hidden Icons button [  ] or [  ], to display hidden icons. If the icon is not displayed in the System Tray Notification Area, you can access the UWB Connection Manager by double clicking the UWB Connection Manager icon on your Windows® desktop.

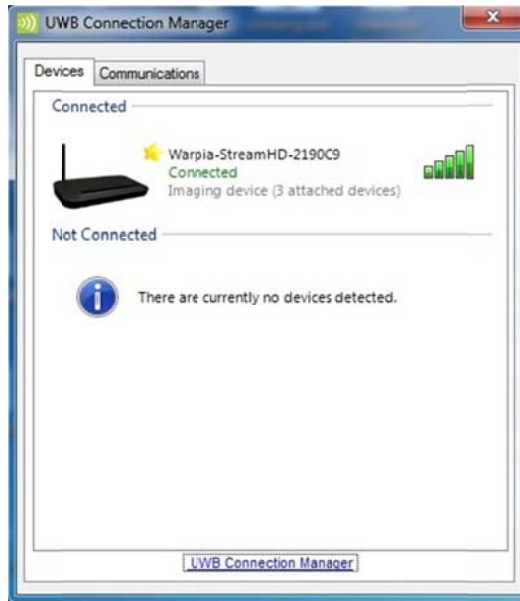
## The UWB Connection Manager display window appears

### Connecting the StreamHD™ to your computer

The StreamHD™ first appears on the **Devices** tab of the **UWB Connection Manager** as Not Connected. Simply click on the **Connect** tab next to the StreamHD Device Icon to establish a connection. It will take a few minutes for the Drivers to load upon first connection.



When the wireless connection has been made, a yellow star will automatically appear next to the StreamHD Device Icon, making it the default device for future connections.



## Disconnecting the StreamHD™ from your computer

Your computer can only be connected with one StreamHD™ at a time. If you have more than StreamHD™ within range of your computer, you may want to temporarily prevent your computer from connecting wirelessly to a particular StreamHD™.

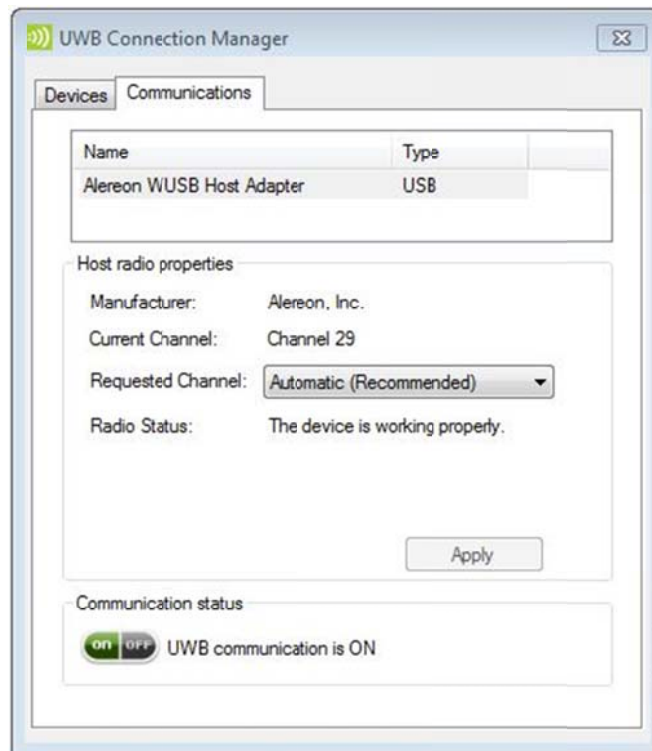
On the **Devices** tab of the **UWB Connection Manager**, right - click on the connected StreamHD™ Device and unselect "**Set as default**". Once the device is no longer the default device you can then either a. double click on the device or b. right-click and select "**Disconnect**". The device will now move back to Not Connected status

**Note.** You can change the name of each StreamHD™ listed on the Devices tab of the Wireless USB Manager. This is especially useful if you have multiple StreamHD's, to differentiate between them. To rename a StreamHD™, right-click on the default name, select Rename from the shortcut menu, and then enter a custom name.

## Radio Communications

### Change/Select the channel used for radio communication

The **Communications** tab of the **Wireless USB Manager** enables you to view and change radio settings. The default channel setting is **Automatic**, which enables the host radio to automatically locate an available channel for communications.



**Note.** It is recommended to leave this setting on Automatic. If you manually select a channel that is being used by another StreamHD™ in the vicinity, the channel bandwidth will be shared by both devices. To maximize performance, a separate channel should be used for each StreamHD™

## Disable/Enable radio communications

To temporarily disable the host radio, do one of the following:

Click the **Off** button on the **Communications** tab of the **Wireless USB Manager** (in the **Communication status** area of the window). The radio is now in **Airplane Mode** and the StreamHD Icon in the System Tray will now turn Orange:



To re-enable communications, reverse the procedure.

## 8.3 Adjusting video settings

### 8.3.1 Selecting Extended mode or Mirror mode

You can choose to set the USB to VGA Adapter's video output signal to **Extend mode** or **Mirror mode**. The default setting is Extend mode.

**Extend mode** extends your desktop space across multiple monitors, so that you can display different information on each monitor connected to your computer. This provides a number of advantages to increase productivity, including the ability to:

- View large spreadsheets across two screens
- Multitask more effectively without overlapping windows
- Compare two documents simultaneously across two screens
- View videos/TV on one screen and reviews on the other



[ Extend Mode ]

**Mirror mode** duplicates the image on your computer screen on the external monitor(s) connected to USB to VGA Adapter. This mode is useful if, for example, you want to view information on a larger, external desktop monitor instead of a smaller, built-in computer screen. In Mirror mode, the Adapter automatically adjusts the external monitor's resolution, color quality, and refresh rate settings to provide the best overall image quality based on your computer's settings.



[ Mirror Mode ]

## 8.4 Configuring the Display

### 8.4.1 Setting options for the display

The following are the suggested work configurations when connecting a display screen to the Base Adapter:

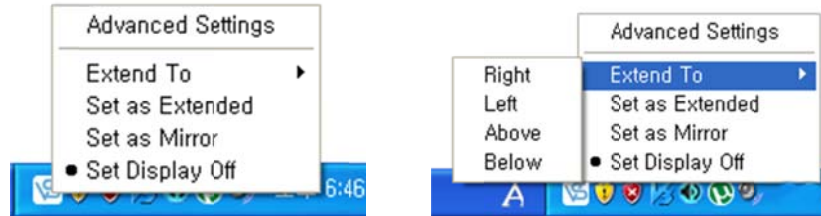
- Mirror Mode
- Extend Mode
- Laptop with Lid Closed
- External Display Only

## 8.4.2 Configuring the Display in Windows XP/Vista

- 1) Using Viewspan icon in System tray/Notification Area



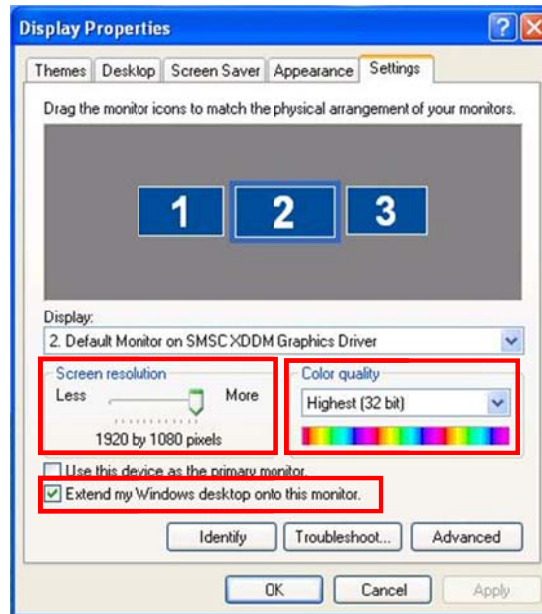
Click Viewspan icon 



Advanced Settings	Configuring the Display via Windows Display Properties in Windows XP/Vista
Extend to	Specify the extension direction if you are using multiple monitors and Extended mode. This setting should match the physical orientation of the connected monitors relative to each other. For example, if the external monitor is physically positioned to the right of your computer's display, select "Extend to Right".
Set as Extended	Extend your desktop space across multiple monitors, so that you can display different information on each monitor connected to your computer.
Set as Mirror	Duplicate the image showing on your computer's screen on the external monitor
Set Display Off	Turn off the external display.

- 2) Using Windows Display Properties on Windows XP/Vista

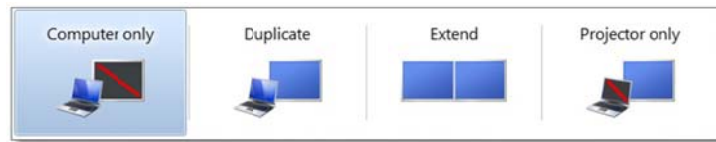




- Setting the Display to Extend or Mirror Mode
  - Mirror Mode : uncheck the option “**Extend my Windows desktop on to this monitor**”
  - Extend Mode : check the option “**Extend my Windows desktop on to this monitor**”
- Adjusting Screen Resolution(Screen resolution)
  - Use the Resolution slider to adjust the desired resolution of the display
- Adjusting Color Level (Color quality)
  - Use the Colors drop-down box to select a color complexity level)
- Setting the Primary Display
  - Select the screen that is connected to the Base Adapter- for example **2.Default Monitor on SMSC XDDM Graphics Driver** as shown in the screen above
  - Check the **option Extend my Windows desktop onto this monitor** (in Windows Vista –**Extend the desktop onto this monitor**”)
  - Check the options **Use this device as the primary monitor** (in Windows Vista-**This is my main monitor**)
  - Click **OK** to save the new settings.


#### 8.4.3 Configuring the Display in Windows 7

- 1) In windows 7, there is a built in support for external monitor. To use it press the windows key together with the P key(Windows + P), and then the following menu will appear



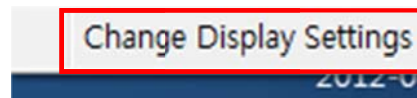
- 1) For Mirror mode : choose **Duplicate**
- 2) For Extend mode : choose **Extend**

## 2) Using Windows Display Properties on Windows 7

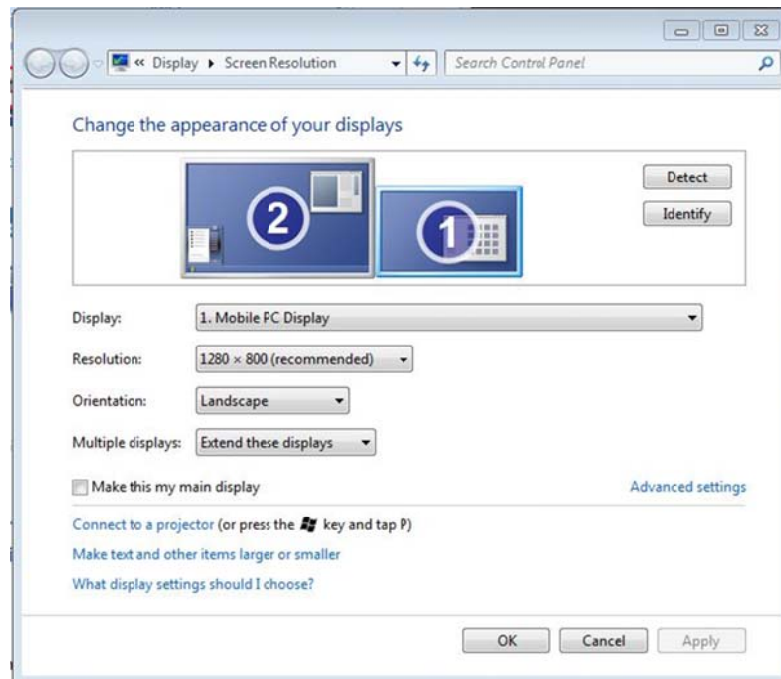
- Click the Viewspan icon (  ) in the System tray/Notification Area



- Click **Change Display Settings**



- To configure screen resolution or any other display option, choose Advanced. The following windows will appear



## Windows 7 Display Settings

- To change any of the external display settings  
Select the appropriate display name in the **Display** scroll down options. You should select the name of the TV or Monitor or Projector connected to your Base Adapter.
- Select the desired value in any of the available settings  
**Resolution:** your external display resolution.  
**Orientation:** select either Landscape or Portrait.  
**Multiple displays:** select either Mirror or Extend mode.
- **Make this my main display:** mark this option to make the external display the primary display on which the desktop is displayed

## 8.5 Adjusting audio settings


### 8.5.1 Configuring audio ports

- You can playback audio either through the StreamHD's audio ports or the PC's audio port. However, you cannot use the audio ports on the PC and on the StreamHD™ at the same time.
- By default, the audio ports on the StreamHD™ are automatically enabled each time you connect. When you disconnect the StreamHD™ from the PC, the audio ports on the PC are automatically re-enabled.
- To change the default settings, you may need to manually adjust the audio settings in Windows®, as described in this section. For example, if you want to use the PC's audio ports while the PC is docked, you will need to change the default settings

### 8.5.2 Setting Audio Output Device

The PC audio output device should set itself automatically to the StreamHD's connected wireless audio device when the wireless connection is made to the Receiver Base. If it does not switch automatically, it can be selected manually.

#### In Windows XP:

- Right click the Volume icon in the System Tray and select **Adjust Volume Properties**. 
- In the **Sounds and Audio Devices Properties** screen, select the Audio tab.
- In the **Sound Playback > Default Device** drop-down box, select the **USB PnP**

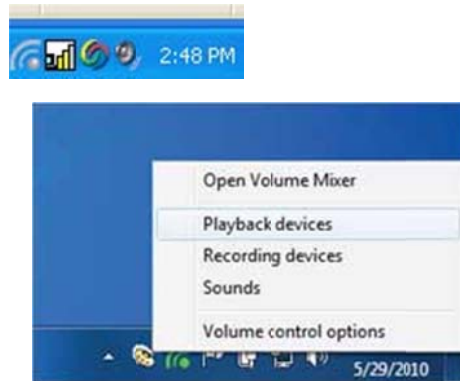
### Sound Device.

- Click **OK** to save the new setting.



### In Windows Vista/Win7:

- Right click the **Audio properties** icon in the System Tray and select **Playback devices**.



### For all audio outputs (HDMI, 3.5mm or S/PDIF)

Click "Speakers USB PnP Sound Device" and click "Set Default".



## 9. Troubleshooting and Support

### 9.1 Troubleshooting

This section provides answers for problems you may encounter when using your StreamHD™. If you need to contact Warpia, you will find information regarding Warpia's support services at the end of this section.

Before you contact Warpia, please read the troubleshooting advice in this manual, in your computer's user's guide and/or in any manuals that came with your optional peripheral devices.

This section provides troubleshooting guidance for problems in the following categories:

- Display/Video
- Audio/sound
- Connection/Docking
- Network
- USB
- Other

#### 9.1.1 Display/Video

**Note** For additional information on troubleshooting StreamHD™ video issues, please visit the Warpia Technical Support Website at [www.support.warpia.com](http://www.support.warpia.com).

- External monitor does not turn on (the monitor's power light does not turn on).

- Make sure that the external monitor's power switch is on.
  - Confirm that the external monitor's power cable is plugged into a live electrical outlet.
  - Make sure that the external monitor is securely connected to the StreamHD™.
  - Check the external monitor settings.
  - Refer also to the computer user's manual and to the external monitor's documentation.
- No image displays on the external monitor connected to the StreamHD™.
- If you connect through an HDMI or VGA Cable, check to ensure your cable is connected properly on both sides.
  - Make sure you have the correct video input selected on the TV or Projector
  - Try adjusting the resolution, contrast and or brightness controls on the external monitor.
  - Check to make sure that the wireless connection is established between the PC and the StreamHD (the StreamHD™ icon in the System Tray is green, and when you double click on it, your TV or Monitor shows connected).
  - Make sure your Windows® operating system is updated with the latest available Service Pack from Microsoft®.
  - Your computer BIOS (Basic Input/Output System) may also need to be updated. Refer to the your computer manufacturer's Web site for more information.
  - Restart your computer after updating the operating system and/or the BIOS, and try using the StreamHD™ again.
- Display error.
- Check that the cable connecting the external monitor to the StreamHD™ is firmly attached to both the Receiver Base and the TV/Monitor.
- The external monitor connected to the StreamHD™ shows only the wallpaper background of my Windows® desktop.
- The default configuration for the external monitor connected to the StreamHD™ is Extend mode (an extension of the image on the computer to a second screen).
  - This mode allows you to display different information on each monitor connected to your computer. Drag a window off of the right side of your primary display to have it appear on the external monitor.

- To switch to Mirror mode, so that an exact duplicate of the image on your primary monitor displays on the external monitor, please see “Adjusting video settings” beginning on page 14.
- Video or game playback is slow or choppy on the external monitor connected to the StreamHD™.
- Confirm that the PC meets the minimum system requirements to run the StreamHD™. You can find the requirements on the packaging, or online in the product pages at [www.warpia.com](http://www.warpia.com)
  - Ensure the PC is within 30ft of the TV/Monitor and the PC Adapter has direct line of site to the Receiver Base.
  - Double click on the StreamHD™ icon in the system tray and note the signal strength meter next to the device icon in the Window. Signal strength must be 4-5 bars to play high definition video.
  - The StreamHD™ uses an advanced video graphics controller to display video images, however it does not support 3D Gaming.
- My Windows Vista® system runs more slowly when an external monitor is connected to the computer via the StreamHD™.
- This may occur if the external monitor is set to Mirror mode and the display resolution is higher than 1280 x 800. You can take one or more of the following actions to resolve the problem:
    - ✓ Disable the Aero color scheme. (Click Start, Control Panel, Appearance and Personalization, Personalization, and then Window Color and Appearance. The Appearance Settings window opens. Select a different color scheme other than "Windows Aero.")
    - ✓ Lower the display resolution.
    - ✓ Switch to Extend mode.
- Cannot play videos on an external monitor connected to the StreamHD™.
- Try a different media player. VLC Media Player is recommended, though the StreamHD supports many different players.
- The Screen Resolution window in the Control Panel does not list all of the resolution modes my monitor is capable of displaying.
- The StreamHD™ video card requires Extended Display Identification Data (EDID) to be supplied by a connected monitor. This information includes resolution settings supported by the monitor. Some monitors do not supply

this information, and in such cases the resolution settings available in the Screen Resolution Window will be limited, to avoid damage to the monitor.

- The external monitor connected to the StreamHD™ is incorrectly identified as a "Non-PNP monitor" in the Windows® Device Manager.
  - The monitor name displayed in the Windows® Device Manager is controlled by Windows®. This designation will not affect the functionality of the device.
- The computer's built-in display does not turn off when the external monitor connected to the StreamHD™ is set as the primary monitor.
  - On some systems, the StreamHD™ video adapter cannot control the internal display.
- Mirror mode is not available (grayed out).
  - Mirror mode is not available if the external monitor connected to the StreamHD™ is set as the primary display.
  - To enable Mirror mode, set the computer's built-in display as the primary display in the Windows Display Properties dialog box.
- Scalable Link Interface (SLI) mode is not available
  - This product does not support SLI mode when more than two graphics cards are installed in the connected computer. In such cases, SLI mode is disabled
- In Windows Display Properties, I cannot move the external monitor icon where I want relative to the icon of the computer's built-in display
  - Try dragging the computer's built-in display icon instead, relative to the external monitor icon.
- I cannot drag windows from my primary display to the external monitor connected to the StreamHD
  - Follow these steps to fix the problem:
    - 1) Open the Windows® Display Properties dialog box and position the monitor icons on the Settings tab to match the physical arrangement of your monitors.
    - 2) Make sure the "Extend to" setting matches the physical arrangement of your monitors.



For example, if the external monitor is to the right of the computer display, select "Extend to right."

- 3) Drag the window you want to move in the direction that matches the extension setting.

For example, if the desktop space is extended to the right, drag the window off of the right edge of the primary display and it will appear on the extended desktop.

- I cannot run a 3D program or a program using DirectDraw commands on the external monitor connected to the StreamHD™
  - This product does not support 3D programs.
  - Running applications that use certain DirectDraw commands (such as some 2D gaming applications) is also not supported. If you want to play these games in full-screen mode, disconnect the StreamHD™ and use your computer's display.

### 9.1.2 Audio/Sound

- There is no sound coming from the external audio device connected to the StreamHD™.
  - Check and adjust the volume settings.
  - Make sure the cable connecting the audio device to the StreamHD's audio output is secure.
  - Check that the Mute all/Mute checkboxes in Microsoft® Windows® are not selected or that the volume is not set too low.
  - To locate these settings, double-click the speaker icon in your Windows® System tray/Notification Area.
  - Close your media player application, if it is running. Wait approximately 10-15 seconds for the operating system to recognize the audio device connected to the StreamHD™ and then restart your media player application.
  - The audio port on the StreamHD™ may be disabled. To enable the port, follow the instructions in **"Configuring audio ports"** on page 19.
- There is no sound coming from the computer's internal speakers, or from the headphones/headset connected directly to the docked computer.
  - By default, the internal speakers and audio ports on the computer are disabled when the computer is connected to the StreamHD. To enable the speakers or audio ports on the computer, follow the instructions in **"Configuring audio**

**ports"** on page 19

- Check that the Mute all/Mute checkboxes in Windows® are not selected. To locate these settings double-click the speaker icon in your Windows® System Tray/ Notification Area.
- Close the media player application, if it is running. Wait approximately 10-15 seconds for the operating system to recognize the audio device and then restart the media player application.

■ Sound is distorted or delayed when playing some multimedia files.

- Disconnect the StreamHD™ from your computer, reconnect and play the file again.
- Close the Media Player being used and restart the player.

### 9.1.3 Connection/Docking

■ My computer does not automatically detect the PC adaptor.

- Make sure you have properly connected the PC adaptor to your computer's USB port.
- Unplug, then re-plug in the adaptor.
- Reboot the PC
- The computer's USB port may be damaged. Check to see if other devices can be successfully connected to the port.

■ The connection to the StreamHD™ has been lost.

- The computer may be out of wireless communication range. Bring the computer within close range of the StreamHD™ to automatically reconnect.
- The computer may be in standby/sleep/hibernation mode. The computer will re-connect when it resumes from standby/sleep/hibernation.
- The USB adaptor may have been disconnected. Re-connect the USB adaptor to the computer.

### 9.1.4 USB

■ USB device does not work.

- Make sure the StreamHD™ is connected to your computer and the computer is docked (indicator light on StreamHD™ is green).
- Check that the cable connection between the USB port on the StreamHD™ and the USB device is secure.

- Make sure that the StreamHD™ drivers are properly installed. Refer to the operating system documentation for more information.
- Make sure that the AC adaptor (if applicable) is connected securely to the Receiver Base and a live electrical outlet.

- The StreamHD™ is not charging the USB device.
- My real-time device (for example, a Web camera, microphone, or speakers) does not operate properly when connected to the StreamHD™.
  - Due to USB bandwidth limitations, real-time devices (for example, Web cameras, microphones, and speakers) may not operate correctly and cannot be supported.

## 9.2 Warpia Support

If you require additional help or are still having problems operating the StreamHD™, you may contact Warpia for additional technical assistance.

### Before you call

Since some problems may be related to software or the operating system, it is important that you investigate other sources of assistance first. Try the following, before contacting Warpia

- Review the user's manual and/or troubleshooting sections in the documentation supplied with your StreamHD™.
- Ensure you have the latest Windows software updates for your computer.
- If a problem occurs when you are running particular software applications, consult the software documentation for troubleshooting suggestions. Contact the software company's technical support department for assistance.
- Consult the Warpia technical support website at [www.support.warpia.com](http://www.support.warpia.com). This is your best resource for current information and support.

## 9.3 Contacting Warpia

### Warpia's technical support Web site

To stay current on the most recent software and hardware updates for your StreamHD™ and for other product information, be sure to regularly check the Warpia Web site at <http://www.warpia.com/support>.

### Contacting Warpia's technical support

Before contacting Warpia, make sure you have :

- Your StreamHD's serial number
- The computer and any optional devices related to the problem
- Backup copies of your Windows® operating system and all other preloaded software on your choice of media
- Name and version of the program involved in the problem, if applicable, along with the its installation media
- Information about what you were doing when the problem occurred
- Exact error messages and when they occurred

For technical support, email the Warpia Customer Support Center:

Email Support

[support@warpia.com](mailto:support@warpia.com)